

**A CATALOG OF MAJOR JOB RESPONSIBILITIES**

**FOR USE IN THE  
JOB PERFORMANCE PLANNING AND EVALUATION PROGRAM**

**This catalog is specifically designed for classifications previously identified  
as using the 2F Specialized Form.**

**(See the next page for a listing of classifications previously associated with  
the specialized form identified above.)**

To be used for developing Job Performance Plans

September, 2008

## Special Form 2F

These Major Job Responsibilities and Descriptions of Exceptional Performance were derived from the specialized 2F Form and may be useful for the following classifications:

- Capitol Police Officer
- Capitol Police Sergeant
- Capitol Security Officer
- Commercial Driver's License Examiner
- Driver's License Branch Supervisor 1
- Driver's License Branch Supervisor 2
- Driver's License District Supervisor 1
- Driver's License District Supervisor 2
- Driver's License Examiner
- Safety Hearing Officer
- Safety Hearing Officer Supervisor
- Special Agent In Charge – CID
- Special Agent – CID
- THP Lieutenant
- THP Sergeant
- Trooper

### GENERAL JOB PERFORMANCE AREAS

- 9501. ENFORCING MOTOR VEHICLE AND RELATED LAWS
- 9502. INVESTIGATING ACCIDENTS
- 9503. INVESTIGATIONS (ALL TYPES)
- 9504. PREPARING AND PRESENTING CASES IN COURT
- 9505. COLLECTION AND SUBMISSION OF STATE REVENUES
- 9506. ADMINISTERING TESTS
- 9507. PROCESSING PHOTO LICENSES
- 9508. PREPARING AND SUBMITTING DOCUMENTS, REPORTS AND CORRESPONDENCE
- 9509. MAINTAINING GOOD PUBLIC RELATIONS
- 9510. MAINTAINING PERSONAL CONDUCT AND APPEARANCE STANDARDS
- 9511. CARE AND USE OF VEHICLES, EQUIPMENT AND SUPPLIES
- 9512. COMMUNICATIONS
- 9513. RECEIVING AND FOLLOWING ORDERS/INSTRUCTIONS
- 9514. DEMONSTRATING CONCERN FOR THE DEPARTMENT

- 9515. USE OF WORK TIME
- 9516. LEADERSHIP AND SUPERVISION
- 9517. ADMINISTRATION

**9501. ENFORCING MOTOR VEHICLE AND RELATED LAWS**

- 9501A. Constantly enforces the laws equally and fairly.
- 9501B. Always recognizes violations and issues the proper document or documents for the violation committed.
- 9501C. Issues hazardous moving violations at a rate greater than the average enforcement activity in the assigned area.
- 9501D. Consistently issues an appropriate mixture of hazardous moving and non-moving violations over assigned patrol time.
- 9501E. Routinely demonstrates a thorough knowledge of all laws and enforcement procedures as evidenced by the variety of citations or documents issued.

**9502. INVESTIGATING ACCIDENTS**

- 9502A. Always protects the accident scene and keeps a normal traffic flow so that hazards to persons and property are minimal.
- 9502B. Consistently ensures that victim's needs and property are properly taken care of.
- 9502C. Insures that all relevant facts and evidence to accurately reconstruct the events of the accident are always properly gathered.
- 9502D. Every accident scene schematic is detailed and accurately depicts the accident.
- 9502E. Takes proper enforcement action whenever necessary.
- 9502F. Always provides proper form and clearly explains to victims their legal obligation to report the accident.

**9503. INVESTIGATIONS (ALL TYPES)**

- 9503A. Statement of the problem is clear, and never requires further clarification.
- 9503B. The information needed and the methods to obtain the information are always determined prior to the collection of facts.
- 9503C. Effectively collects all pertinent facts.
- 9503D. All recommendations demonstrate an objective and fair evaluation of the facts.
- 9503E. Completes all investigations in a timely manner and within the designated time frames when applicable.

9503F. Notifies supervisors of any problems concerning investigations.

**9504. PREPARING AND PRESENTING CASES IN COURT**

- 9504A. All the evidence and facts needed for prosecution are collected and preserved according to departmental procedures.
- 9504B. Consistently identifies suspects through thorough evaluations of statements, facts, and evidence. Decisions to prosecute for law violation are appropriate.
- 9504C. Thoroughly reviews all facts of case and/or consults District Attorney General in preparation for giving testimony in court.
- 9504D. Always appears for court on the proper day and time.
- 9504E. Gives clear, thorough, and accurate testimony. Further clarification is never needed.
- 9504F. Clearly outlines all circumstances of a violation and presents all appropriate evidence relating to the violation in compliance with rules of criminal procedure.
- 9504G. Always behaves in a professional manner and avoids conflicts with the judge, attorney, or violator.
- 9504H. Properly follows up all citations to their final disposition in a reasonable time period.

**9505. COLLECTION AND SUBMISSION OF STATE REVENUES**

- 9505A. Always collects only authorized revenues.
- 9505B. Consistently submits appropriate collected revenues on time.
- 9505C. Gives the proper receipts for all collected revenues.
- 9505D. Always submits an appropriate copy of the receipt with the collected revenues.

**9506. ADMINISTERING TESTS**

- 9506A. Consistently grades fairly and correctly, taking adequate time to discuss errors made.
- 9506B. Routinely greets applicants cheerfully and interviews them thoroughly with promptness and courtesy while adhering to official examining standards.
- 9506C. Checks all applications for accuracy; detects all errors before applicants depart.
- 9506D. Cash receipts always balance. Checks receipts at regular intervals.

- 9506E. Consistently demonstrates a thorough working knowledge of all procedures for qualifying an applicant.
- 9506F. Always verifies required identification properly. Detects fraudulent applicants and takes appropriate action.

**9507. PROCESSING PHOTO LICENSES**

- 9507A. Always checks photo card for accuracy, verifies identity of subject, and gives subject adequate time for composure.
- 9507B. Consistently operates camera efficiently, making any necessary adjustments and ensuring correct backdrop and proper position.
- 9507C. Routinely checks quality of photo license prior to issuing.

**9508. PREPARING AND SUBMITTING DOCUMENTS, REPORTS AND CORRESPONDENCE**

- 9508A. All documents, reports, and correspondence are always clear, legible, understandable, and in a logical sequence.
- 9508B. Information in documents, reports, and correspondence is always accurate and complete.
- 9508C. Consistently submits all required documents and reports on time. Notifies supervisor of any delays in meeting deadlines.
- 9508D. Regularly ensures that required documents and reports are properly distributed.
- 9508E. All responses to correspondence follow departmental guidelines.

**9509. MAINTAINING GOOD PUBLIC RELATIONS**

- 9509A. Always gives all pertinent and appropriate information to violators, witnesses, victims, and applicants.
- 9509B. Routinely provides effective help in situations that require assistance.
- 9509C. Thoroughly explains the provisions of the Tennessee Code to people in a clear and courteous manner, insuring they understand the law and their legal obligations.
- 9509D. Consistently answers or finds out the correct answer to questions promptly and courteously and avoids arguments and controversy.
- 9509E. Follows all departmental guidelines when communicating with the public, news media and other outside agencies.

**9510.     MAINTAINING PERSONAL CONDUCT AND APPEARANCE STANDARDS**

- 9510A.     Constantly obeys all criminal and civil laws at all times.
- 9510B.     Always discharges duties according to departmental policies and regulations.
- 9510C.     Consistently conducts and speech on duty reflect positively on the department.
- 9510D.     Always maintains appearance and uniform equipment/accessories in accordance with departmental policies and regulations.

**9511.     CARE AND USE OF VEHICLES, EQUIPMENT AND SUPPLIES**

- 9511A.     Consistently schedules vehicles and equipment in advance.
- 9511B.     Properly inspects vehicle prior to going on duty. Promptly reports any damage or repair needs to appropriate person.
- 9511C.     Always ensures that vehicle and equipment are clean and in safe working condition. Scheduled maintenance is properly performed and documented.
- 9511D.     Constantly maintains security of facilities, equipment, and monies.
- 9511E.     Insures that all supplies are properly stored and maintained. Requests appropriate supplies prior to shortages.
- 9511F.     Always obeys all traffic laws while operating vehicle in routine circumstances.
- 9511G.     Always insures that vehicles and equipment are not damaged through personal neglect.
- 9511H.     Consistently follows proper operating and safety policies and procedures concerning use of vehicles and equipment (i.e., radios, telephones).
- 9511I.     Never makes purchases or repairs without prior approval.
- 9511J.     Always keeps firearms clean and in proper working order.
- 9511K.     Always follows departmental policy concerning use of and modification of firearms.
- 9511L.     Regularly keeps the work facilities clean and orderly.
- 9511M.     Consistently keeps the portable scales clean and calibrated.

**9512.     COMMUNICATIONS**

- 9512A.     Communicates clearly and effectively always using language and style of presentation which are appropriate for the situation.
- 9512B.     Routinely verifies that listeners correctly understand communications.
- 9512C.     Always responds appropriately to oral and written communications; seek further clarification before acting, if necessary.

- 9512D. All activities and potential problems of a work unit are communicated orally and in writing to superiors prior to their request.

**9513. RECEIVING AND FOLLOWING ORDERS/INSTRUCTIONS**

- 9513A. Always demonstrates correct understanding of oral and written orders/instructions received and of their intent; seeks further clarification if necessary.
- 9513B. Always accepts and effectively implements orders/instructions in a way which is in the best interest of the department and officers.
- 9513C. Consistently discusses in a professional manner any disagreement or misunderstanding about an order/instruction with supervisor in private.
- 9513D. Promptly informs supervisor of any situation which interferes with carrying out orders/instructions.
- 9513E. Always follows appropriate chain of command both up and down.

**9514. DEMONSTRATING CONCERN FOR THE DEPARTMENT**

- 9514A. Always follows and/or enforces all applicable policies and procedures. Accepts and/or enforces departmental changes in policies and procedures, even if contrary to personal opinion.
- 9514B. Always promotes a positive work atmosphere; does not malign or undermined the work of others.
- 9514C. Effectively assists in the effective orientation and training of inexperienced employees.
- 9514D. Willingly assumes additional duties or responsibilities whenever requested to do so.
- 9514E. Constructively participates in all special assignments.
- 9514F. Consistently adjusts personal schedule to meet the needs of the department.
- 9514G. Always takes appropriate steps to improve performance when given constructive criticism.

**9515. USE OF WORK TIME**

- 9515A. Always reports for all assigned duties on time and at the proper place.
- 9515B. All unscheduled absences or tardiness are personally reported to supervisor prior to the beginning of shift.
- 9515C. Carries out all duties efficiently and effectively, insuring that more important tasks are always given immediate attention.
- 9515D. Consistently uses discretion in the use of leave.

- 9515E. Always follows departmental guidelines for use of meal and break time.
- 9515F. Always remains on duty assignment until properly relieved.
- 9515G. Uses duty stations telephone for appropriate purposes only. Never allows personal business to interfere with work time.
- 9515H. Always completes assignments in a thorough, accurate, and dependable manner before the scheduled deadline with a minimum of supervision.

**9516. LEADERSHIP AND SUPERVISION**

- 9516A. Recommendations for disciplinary action are always fair, unbiased, appropriate for offense, and are designed to teach rather than punish.
- 9516B. All recommendations for disciplinary action are within the scope of authority of the supervisor.
- 9516C. Constantly sets positive examples for all employees to follow.
- 9516D. Shows concern for welfare of employees and always treats them with dignity and respect.
- 9516E. Consistently presents program policy and procedures in a positive and supportive manner.
- 9516F. Monitors work of employees and always points out job performance that is unacceptable in a positive, constructive manner. Demonstrates or explains to the employee the acceptable method for carrying out all major job responsibilities.
- 9516G. Quickly and accurately evaluates all personnel problems and takes appropriate corrective action immediately.
- 9516H. Insures that employees follow the chain of command.
- 9516I. Routinely allows subordinates to use their own initiative in how they perform a task.
- 9516J. Insures that facilities are constantly operated and maintained according to policy and procedures.
- 9516K. Insures that employees always understand departmental policies and procedures.

**9517. ADMINISTRATION**

- 9517A. Always seeks out ways to involve staff and seeks their commitment to departmental goals. Clearly explains goals and objectives of the department to employees.
- 9517B. Assignment of duties is always fair, consistent, effectively utilizes personnel, and is based on needs.



- 9517C. Effectively and evenly enforces all personnel policy and procedures.
- 9517D. Effectively provides employees with correct information on policies and procedures, or makes appropriate referrals.
- 9517E. Records are always properly maintained and distributed, correctly filed, easily retrievable, and up to date.